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PATENT
Customer No. 32,127
Attorney Docket No. 00-5019

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of:)
Douglas J. COWELL et al.) Group Art Unit: 2642
Application No.: 09/692,926) Examiner: Agdeppa, Hector A
Filed: October 20, 2000) Confirmation No.: 8386
For: METHOD AND SYSTEM FOR)
CALL CENTER SCREENING)

Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

Sir:

PETITION FOR EXTENSION OF TIME

Applicants hereby petition for a one month extension of time to reply to the Office
Action of July 19, 2004. A fee of \$110.00 is enclosed.

Please grant any extensions of time required to enter this response and charge
any additional required fees to our deposit account 07-2339.

Respectfully submitted,

VERIZON CORPORATE SERVICES
GROUP INC.



Dated: November 18, 2004

By: _____
Joel Wall
Reg. No. 25,648

Verizon Corporate Services Group Inc.
600 Hidden Ridge Drive
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Irving, Texas 75038
CUSTOMER NO. 32127